

Abstract

Bachelor thesis called Quality of communication of The Emergency Department for Children deals with the matters of communication between the nurses and parents of children during the child's acceptance in The Emergency Department for Children. This bachelor thesis is composed of a theoretical and empirical part. Theoretical part describes communication at general and it is also focused on a communication in public health. Further thesis analyses development of a communication abilities during the childhood and describes specificity of a communication with ill or injured children. This chapter included also a communication with the parents of a ill child. Last chapter of theoretical part describes The Emergency Department for Children of University Hospital in the Motol.

Empirical part is aimed on the survey focused on a quality of communication between the nurses of The Emergency Department for Children and the parents of children who are transported to Emergency. The goal of this bachelor thesis is to describe the satisfaction of parents with a communication skills of nurses with them and their children and to analyse deficiencies of this type of communication. During the survey, qualitative method of interview was used. Empirical part also contains a transcription of interviews between parents and nurses, analyses them and evaluates gained results.